



Claim Jumper

In This Issue

Upcoming Trainings

Recent Website Posts

Top 15 Denial Reasons

Upcoming Training

**Billing 101
&
Policy Updates**
April 15, 2021

SURS Training
May 20, 2021

Register Now

Upcoming Monthly Online Trainings

Trainings are available at no cost to providers and billers. Registration is available on the [Registration Page](#) of the Provider website. All trainings are at 2pm on the date listed.

Billing 101 & Policy Updates
Thursday, April 15, 2021

Billing 101 & Policy Updates
Thursday, July 15, 2021

SURS Training
Thursday, May 20, 2021

CSCT Training
Thursday, August 19, 2021

Therapies
Thursday, June 17, 2021

Provider Website Navigation
Thursday, September 16, 2021

Top 15 Claim Denials

Claim Denial Reason	February 2021	January 2021
MISSING/INVALID INFORMATION	1	1
PA MISSING OR INVALID	2	2
EXACT DUPLICATE	3	3
RATE TIMES DAYS NOT = CHARGE	4	6
PROC. CODE NOT COVERED	5	7
RECIPIENT NOT ELIGIBLE DOS	6	5
RECIPIENT COVERED BY PART B	7	8
PROC. CODE NOT ALLOWED	8	11
SUSPECT DUPLICATE	9	4
REV CODE INVALID FOR PROV TYPE	10	9
CLAIM INDICATES TPL	11	10
PROCEDURE/AGE MISMATCH	12	17
SLMB OR QI-1 ELIGIBILITY ONLY	13	13
PROVIDER TYPE/PROCEDURE MISMATCH	14	16
DEPRIVATION CODE RESTRICTED	15	21

Recent Website Posts

Below is a list of recently published Montana Healthcare Programs information and updates available on the [provider information website](#).

PROVIDER NOTICES		Provider Notice Title
Date Posted	Provider Types	
02/10/2021	PRTF	Psychiatric Residential Treatment Facility Discharge Authorization Process
02/11/2021	COVID-19, Pharmacy	Pharmacy Billing for COVID-19 Vaccine
03/01/2020	DME, EPSDT	DME and DME EPSDT Prior Authorizations Through the Qualitrac Portal
03/04/2021	CAH, Hospital Outpatient, Laboratory Services, Mid-Levels, Physician	Reference Laboratory Billing Guidelines

FEE SCHEDULES

January 2021

Ambulance, APC, ASC, Dental, Direct Entry Mid Wife, DME, Hearing Aid Services, IDTF, Laboratory Services, Hospital Inpatient, Mid-Levels, OPPS, Optometrist, Oral Surgeon, Physician, Psychiatrist, Public Health Clinic, School-Based Services, and Youth Mental Health

January 2021 Revised

ASC, DME, Mid-Levels, Physician, and Psychiatrist

Manuals

Dental and Physician

ADDITIONAL DOCUMENTS POSTED

- Drug Utilization Review Board
 - March 2021 Minutes
 - March 2021 Agenda
 - February 2021 Minutes
- MT PDL Revised
- Updated Contacts
 - MPQH
 - PERM
- Zolgensma ® Criteria Revised

Key Contacts

Montana Healthcare Programs

Provider Relations

General Email:
MTPRHelpdesk@conduent.com
Enrollment Email:
MTErollment@conduent.com

P.O. Box 4936
Helena, MT 59602
(800) 624-3958 In/Out of state
(406) 442-1837 Helena
(406) 442-4402 or (888) 772 2341 Fax

Conduent EDI Solutions

<https://edisolutionsmmis.portal.conduent.com/gcro/>

Third Party Liability

Email:
MTTPL@conduent.com
P.O. Box 5838
Helena, MT 59604
(800) 624-3958 In/Out of state
(406) 443-1365 Helena
(406) 442-0357 Fax

Claims Processing

P.O. Box 8000
Helena, MT 59604

EFT and ERA

Fax completed documentation to
Provider Relations (406) 442 4402

Verify Member Eligibility

FaxBack (800) 714-0075 or
Voice Response (800) 714-0060

POS Help Desk for Pharmacy

(800) 365-4944

Passport

(406) 457-9542

PERM Contact Information

Becky Yancy
Email:
Rebecca.Yancy@mt.gov
(406) 444-9365

Prior Authorization

OOS Acute & Behavioral Health
Hospital, Transplant, Rehab, PDN,
DMEPOS/Medical,
& Behavioral Health Reviews (406)
443-0320 (Helena) or (800)
219-7035 (Toll Fee)